

Wisconsin Cooperative Education Skill Certification Food Services - Pilot

Reinforcing 21st Century Skills

The intent of the *Wisconsin Cooperative Education Skill Certification* is to recognize a student's mastery of skills valued by employers, to help students explore their career interests, and to provide a state credential of student mastery. This program allows:

- students and workers to document their skills
- employers to assess the skills they are looking for in quality employees
- educators to customize instruction to help students to acquire skills that today's workplace requires.

Coop Areas Completed

Personal Work Habits and Attitudes	Food Service Competencies
Develop positive relationships with others	Assume responsibility to food and workplace safety
Communicate effectively with others	 Prepare products using standard recipes
Collaborate with others	Carry out business transactions
Maintain composure under pressure	Establish food service cost controls
Demonstrate integrity	Utilize kitchen equipment and practices for specific tasks
Perform quality work	Prepare stocks, soups, and sauce
 Provide quality goods or service (internal and external) 	Prepare fruits and vegetables
Show initiative and self direction	Prepare potatoes, grains, and starches
Adapt to change	Prepare salads, appetizers, and garnishes
Demonstrate safety and security regulations and practices	Prepare meat, poultry, and seafood
Apply job related technology, information, and media	Prepare breakfast foods and sandwiches
	Prepare desserts and baked goods
	Recommend nutrition and healthy choices
Personal and Professional Development	Promote food services and products
Fulfill training or certification requirements for	Provide quality customer service
employment	Follow inventory control procedures and guidelines
Set personal goals for improvement	Build a successful career in the industry

Directions for Evaluator or Employer

Thank you for your help in mentoring an entry-level employee at the beginning of their work experiences to become a more effective future employee. Please use the certificate program assessment to rate the employee based on the *3-2-1 scale*. Select the appropriate *work experience environment code or codes* to show where the student has demonstrated the skills or attitudes. Be sure to provide as much feedback as possible to the student under *comments*. If you cannot assess the employee on some of the items due to lack of access to practice or opportunity to observe the skill, please rank the student at a 1 level and provide ways for the student to gain this experience in the *goal* section after the category.

STUDENT INFORMATION						
Student/Employee Name		Supervising Teacher				
School District Scho		School Bu	School Building			
School Address Street, City, State, Zip						
School Telephone <i>Area/No.</i>	School Fax Area/No.		E-Mail A	Address		
Workplace Mentor	Position.			Start Da	te	
Work-Based Learning Site (Employer name, street address, city, state, zip code)						
Primary Responsibilities:						

School: Please review this **Employability Skills Certificate Program Assessment** with the participating employee and ensure that s/he understands the items to be assessed. Between the employer, community based partner, or the school, all items must be rated.

Certification: In order to receive a **State Certificate in Employability Skills**, the employee skill rating must be at least 26 points, with a minimum of a "2" rating for each assessed skill standard. In order to receive a **State Certificate in Food Service Skills**, the employee skill rating must be at least 34 points, with a minimum of a "2" rating for each assessed skill standard.

Rating Scale:

- **3 Exceeds Expectations:** Exceeds entry-level criteria; requires minimal supervision; consistently displays this behavior
- 2 Meets Expectations: Meets entry-level criteria; requires some supervision; often displays this behavior
- **Working to Meet Expectations:** Needs improvement; requires much assistance and supervision; rarely displays behavior

Work Experience Environment Code:

- SB School Based (Supervising Teacher)
- WB Work Based (Workplace Mentor)
- **CB** Community Based or Service Agency Based

Part 1: Employability Skills and Attitudes

Employability Skills and Attitudes	Rating Environment
Personal Work Habits and Attitudes	
 1. Develops positive relationships with others Examples of qualities and habits that the employee might exhibit include Interacts with others with respect and in a non-judgmental manner Responds to others in an appropriate and non-offensive manner Helps co-workers and peers accomplish tasks or goals Applies problem-solving strategies to improve relations with others When managing others, shows traits such as compassion, listening, coaching, team development, and appreciation 	Choose one here: 3 2 1 Choose one or more here: WB SB CB
Job Specific Examples:	
Comments: Goals:	
 2. Communicates effectively with others Examples of qualities and habits that the employee might exhibit include Adjusts the communication approach for the target audience, purpose, and situation to maximize impact Organizes messages/information in a logical and helpful manner Speaks clearly and writes legibly Models behaviors to show active listening Applies what was read to actual practice Asks appropriate questions for clarity 	Choose one here: 3
Job Specific Examples:	
Comments: Goals:	

3. Collaborates with Others	Choose one here:
Examples of qualities and habits that the employee might exhibit include	3 2 1
Works effectively in teams with people of diverse backgrounds regardless of sex, race, ethnicity, nationality,	Choose one or more here:
sexuality, religion, political views, and abilities	☐ WB ☐ SB ☐ CB
 Shares responsibility for collaborative work and decision making Uses the problem-solving process to work through differences of opinion in a constructive manner to 	
achieve a reasonable compromise	
Avoids contributing to unproductive group conflict	
Shares information and carries out responsibilities in a timely manner	
Job Specific Examples:	
Comments:	
Goals:	
4. Maintains composure under pressure	Choose one here:
Examples of qualities and habits that the employee might exhibit include	3 2 1
 Uses critical thinking skills to determine the best options or outcomes when faced with a challenging 	Choose one or more here:
situation	☐ WB ☐ SB ☐ CB
Carries out assigned duties while under pressure	
 Acts in a respectful, professional, and non-offensive manner while under pressure Applies stress management techniques to cope under pressure 	
Job Specific Examples:	
Comments:	
Goals:	
5. Demonstrates integrity	Choose one here:
Examples of qualities and habits that the employee might exhibit include	3 2 1
Carries out responsibilities in an ethical, legal, and confidential manner	Choose one or more here:
Responds to situations in a timely manner	☐ WB ☐ SB ☐ CB
Takes personal responsibility to correct problems	
Models behaviors that demonstrate self-discipline, reliability, and dependability	
Job Specific Examples:	
Comments:	
Goals:	

 6. Performs quality work Examples of qualities and habits that the employee might exhibit include Carries out written and verbal directions accurately Completes work efficiently and effectively Performs math accurately Conserves resources, supplies, and materials to minimize cost and environmental impact Uses equipment, technology, and work strategies to improve workflow Applies problem-solving strategies to improve productivity Adheres to worksite regulations and practices Maintains an organized work area 	Choose one here: 3 2 1 Choose one or more here: WB SB CB
Job Specific Examples: Comments: Goals:	
 7. Provides quality goods or service (internal and external) Examples of qualities and habits that the employee might exhibit include Shows support for the organizational goals and principles by own personal actions Displays a respectful and professional image to customers Displays an enthusiastic attitude and desire to take care of customer needs Seeks out ways to increase customer satisfaction Produces goods to workplace specifications 	Choose one here: 3 2 1 Choose one or more here: WB SB CB
Job Specific Examples: Comments: Goals:	
 8. Shows initiative and self-direction Examples of qualities and habits that the employee might exhibit include Prioritizes and carries out responsibilities without being told Responds with enthusiasm and flexibility to handle tasks that need immediate attention Reflects on any unsatisfactory outcome as an opportunity to learn Improves personal performance by doing something different or differently Analyzes how own actions impact the overall organization Supports own actions with sound reasoning and principles Balances personal activities to minimize interference with work responsibilities 	Choose one here: 3 2 1 Choose one or more here: WB SB CB
Job Specific Examples: Comments: Goals:	

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 9. Adapts to change Examples of qualities and habits that the employee might exhibit include • Shows flexibility and willingness to learn new skills for various job roles • Uses problem-solving and critical-thinking skills to cope with changing circumstances 	Choose one here: 3 2 1 Choose one or more here: WB SB CB
 Modifies own work behaviors based on feedback, unsatisfactory outcomes, efficiency, and effectiveness Displays a "can do" attitude 	
Job Specific Examples:	
Comments:	
Goals:	
10. Demonstrates safety and security regulations and practices	Choose one here:
Examples of qualities and habits that the employee might exhibit include	3 2 1
Follows personal safety requirements Maintains a safe work environment	Choose one or more here:
 Maintains a safe work environment Demonstrates professional role in an emergency 	∐ WB ∐ SB ∐ CB
Follows security procedures	
Maintains confidentiality	
Job Specific Examples:	
Comments:	
Goals:	
11. Applies job-related technology, information, and media	Choose one here:
Examples of qualities and habits that the employee might exhibit include	
Applies technology effectively in the workplace	Choose one or more here:
Accesses and evaluates information on the job Accesses training manuals, websites, or other media related to the job.	☐ WB ☐ SB ☐ CB
 Accesses training manuals, websites, or other media related to the job Job Specific Examples: 	
Comments:	
Goals:	
Personal Work Habits and Attitudes Subtotal	
Student/Employee must earn a subtotal of at least 22 out of a possible 33 for certification.	

Personal and Professional Development	
 12. Fulfills training or certification requirements for employment Examples of this requirement may include Participation in required career-related training and/or educational programs Passing certification tests to qualify for licensure and/or certification Participation in company training or orientation 	Choose one here: 3
 13. Sets personal goals for improvement Examples of this requirement may include Setting goals that are specific and measureable Setting work-related goals that align with the organization's mission Identifying strategies to reach goals Reflecting on goal progress to regularly evaluate and modify goals Job Specific Examples: 	Choose one here: 3
Comments: Goals:	
Personal and Professional Development Subtotal Student/Employee must earn a subtotal of at least 4 out of a possible 6 for certification.	

Part 2: Food Services Skills

Food Service Competencies	Rating
 1. Assume responsibility for food and workplace safety Performance will be successful when employee: 1-a. Adheres to safety procedures designed to prevent burns and scalds to self and others. [performance expectation] 1-b. Adheres to safety procedures designed to prevent slips and falls without being told 1-c. Holds, uses, and passes knives correctly to prevent injury to self and others 1-d. Follows established procedures to take care of and report any work-related injuries and emergencies 1-e. Demonstrates proper procedures for operating equipment 1-f. Demonstrates frequent and thorough hand washing procedures 1-g. Demonstrates steps for avoiding contamination and cross-contamination of food 1-h. Stores, cooks, and holds different types of food using correct food safety procedures 1-i. Cleans and sanitizes foodservice areas using correct sanitation procedures 	Choose one here: 3 2 1 0 N/A WB SB CB
Job Specific Examples: Comments: Goals:	

2. Prepare products using standard recipes Performance will be successful when employee: 2-a. Reads instructions, recipes, menus, and policies quickly and with comprehension 2-b. Weighs and measures food and other resources accurately 2-c. Converts weights and measures accurately	Choose one here: 3 2 1 WB SB CB	<u> </u>	□ N/A
Job Specific Examples:			
Comments:			
Goals:			
3. Carry out business transactions	Choose one here:		
Performance will be successful when employee:	3 \ \ \ 2 \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	∐ 0	∐ N/A
3-a. Balances cash register transactions using basic arithmetic computations3-b. Give customers correct change	☐ WB ☐ SB ☐ CB		
Job Specific Examples:			
Comments: Goals:			
4. Establish food service cost controls	Choose one here:		
Performance will be successful when employee:	3 2 1	□ 0	☐ N/A
4-a. Costs out a recipe accurately	☐ WB ☐ SB ☐ CB		
4-b. Determines a recipe s yield accurately			
Job Specific Examples:			
Comments:			
Goals:			
5. Utilize kitchen equipment and practices for specific tasks	Choose one here:		
Performance will be successful when employee:	3 2 1	□ 0	☐ N/A
5-a. Uses and handles food preparation equipment using correct procedures	☐ WB ☐ SB ☐ CB		
5-b. Uses and handles cooking equipment using correct procedures			
5-c. Uses and handles dishwashing equipment using correct procedures5-d. Uses and handles waste-disposal equipment using correct procedures			
Job Specific Examples:	<u> </u>		
Comments:			
Goals:			

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6. Prepare stocks, soups, and sauce	Choose one here:
Performance will be successful when employee:	☐ 3 ☐ 2 ☐ 1 ☐ 0 ☐ N/A
6-a. Prepares and stores brown, white, or pre-prepared stock following established food	☐ WB ☐ SB ☐ CB
service standards and procedures	
6-b. Prepares and stores soups following established food service standards and procedures	
6-c. Prepares and stores sauces following established food service standards and procedures	
Job Specific Examples:	
TOO OPCOME EXAMPLEST	
Comments:	
Goals:	
7. Prepare fruits and vegetables	Choose one here:
Performance will be successful when employee:	□3 □2 □1 □0 □N/A
7-a. Prepares and stores raw and cooked vegetables following established food service	☐ WB ☐ SB ☐ CB
standards and procedures	
7-b. Prepares and stores fruits following established food service standards and	
procedures	
Job Specific Examples:	
Comments:	
Goals:	
8. Prepare potatoes, grains, and starches	Choose one here:
Performance will be successful when employee:	3 2 1 0 N/A
8-a. Prepares and stores potatoes, rice, pasta, starches, and other grains following	П wв П sв П св
established food service standards and procedures	
Job Specific Examples:	
Job Specific Examples:	
Job Specific Examples: Comments:	
Comments:	
Comments: Goals:	Choose one here:
Comments: Goals: 9. Prepare salads, appetizers, and garnishes	Choose one here:
Comments: Goals: 9. Prepare salads, appetizers, and garnishes Performance will be successful when employee:	☐ 3 ☐ 2 ☐ 1 ☐ 0 ☐ N/A
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10. Prepare meat, poultry, and seafood	Choose one here:
Performance will be successful when employee:	
10-a. Prepares and stores fish and shellfish following established food service standard and procedures	^{ds} ☐ WB ☐ SB ☐ CB
10-b. Prepares and stores meats following established food service standards and	
procedures	
10-c. Prepares and stores poultry following established food service standards and	
procedures	
Job Specific Examples:	
Comments:	
Goals:	
11. Prepare breakfast foods and sandwiches	Choose one here:
Performance will be successful when employee:	. 3 2 1 0 N/A
11-a. Prepares and stores sandwiches following established food service standards an procedures	^d □ WB □ SB □ CB
11-b. Demonstrates basic egg cooking skills (including fried, scrambled, poached,	
basted, omelets)	
11-c. Demonstrates breakfast cooking skills (including pancakes, waffles, bacon,	
sausages, breads, potatoes, hot cereals)	
Job Specific Examples:	
Comments:	
Goals:	
12. Prepare desserts and baked goods	Choose one here:
12. Prepare desserts and baked goods Performance will be successful when employee:	☐ 3 ☐ 2 ☐ 1 ☐ 0 ☐ N/A
 12. Prepare desserts and baked goods Performance will be successful when employee: 12-a. Prepares and stores cakes, cookies, and pies following established food service 	
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14.	Promote food services and products	Choose one here:
	Performance will be successful when employee:	\square 3 \square 2 \square 1 \square 0 \square N/A
	14-a. Uses knowledge of an operation s menu mix to promote sale opportunities	□ WB □ SB □ CB
	14-b. Describes menu items	
	14-c. Recommends services and items to guests	
	14-d. Explains the operation s theme and style of service	
	14-e. Utilize strategies to promote a food service establishment, operation, or event	
loh	Specific Examples:	
300	Specific Examples.	
Con	nments:	
Goa	ls:	
15.	Provide quality customer service	Choose one here:
	Performance will be successful when employee:	\square 3 \square 2 \square 1 \square 0 \square N/A
	15-a. Stocks and replenishes food, beverages, condiments, and tablescape objects at	□ WB □ SB □ CB
	side/server stations	
	15-b. Arranges dining area for a specified type of service and for specified seating requirements	
	15-c. Sets a table with linen, flatware, glassware, and condiments in accordance with	
	several types of service	
	15-d. Presents all menu items correctly plated and garnished	
	15-e. Greets and seats guests properly 15-f. Takes guest orders accurately	
	15-g. Serves a guest meal efficiently, including serving and removing food and beverage	
	items	
	15-h. Works to handle special requests, needs, and/or complaints quickly and effectively	
	15-i. Processes and presents the guest sales check properly	
	15-j. Clears guest tables properly	
lob	Specific Examples:	
505		
Con	nments:	
Goa	ls:	
16.	Follow inventory control procedures and guidelines	Choose one here:
	Performance will be successful when employee:	3 2 1 0 N/A
	16-a. Receives food and beverages using proper procedures to ensure security and food	□ WB □ SB □ CB
	safety	
	16-b. Stores food and beverages using proper procedures to ensure security and food	
	safety 16-c. Conducts a physical inventory of food, beverages, and non-food items	
	16-d. Complete requisition ingredients	
Jop	Specific Examples:	
Con	nments:	
Goa	ls:	

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 17. Build a successful career in the industry Performance will be successful when employee: 17-a. Explains how following this pathway can lead to related occupations in the Hospitality and Tourism Cluster 	Choose one here: ☐ 3 ☐ 2 ☐ 1 ☐ 0 ☐ N/A ☐ WB ☐ SB ☐ CB
Job Specific Examples:	
Comments:	
Goals:	
	17-a. Explains how following this pathway can lead to related occupations in the Hospitality and Tourism Cluster Job Specific Examples: Comments:

The Competencies in This Portfolio Have Been Endorsed By:



Family, Career and Community Leaders of America



Wisconsin Bakers Association



Wisconsin Restaurant Association



Wisconsin Department of Public Instruction



Wisconsin Association for Leadership in Education and Work



Wisconsin Vocational Association



Wisconsin Technical College System



American Culinary Federation